

1. Focus of QA Department will shift

- a. Focus of QA will be centered on systems that are common to all laboratories and ancillary departments. QA will focus less on the daily, weekly, monthly QC for the labs.
- b. These responsibilities will shift to the Technical Supervisors for each lab, as dictated by CLIA. We need to identify the gap in responsibilities that will be created by this shift in focus by the QA Department.
  1. We must confirm that each lab has a Technical Supervisor to perform the duties.
  2. We must review the responsibilities of the Technical Supervisor with the designated Technical Supervisors and provide training/ clarification of expectations as needed.
  3. We must ensure that the QC (daily, new lot, weekly) is being monitored and documented by the Technical Supervisors.
  4. We must ensure that the additional documents currently listed in the "Record Review Schedule" are being monitored and documented appropriately.
  5. We must figure out how to address gaps in review and documentation of reviews until the transition is completed. See recommendation in item #2 below.

2. Recommendation to address gaps in document review until transition is completed:

The Annual Records Review Schedule will continue to be a part of the QA Program during the transition. This document was distributed to each laboratory during the December, 2006 QA/QC meetings.

- a. The first week of each month, QA will send a global email to all Supervisors and Directors requesting the documents listed for the particular month. These documents should be delivered to the QA Office before the 15<sup>th</sup> of each month. If the Laboratory Supervisor or Director wants to discuss any of these documents with QA, a meeting time will be set up.

**PLEASE put these documents in a folder or envelope and clearly mark the Lab name and the name of the person who is should receive these back.**

- b. QA will log receipt of the documents.

- c. If the documents are not received in the QA Office by the 15<sup>th</sup> of the month, QA will send an email to the Laboratory Director and Dina Caloggero indicating which records are pending.

3. Please continue to forward the following documents to QA:

- a. CLIA paperwork for new employees
- b. Quarterly specimen kit audit reports
- c. Validation plan before a new method or test is evaluated or an archived test is reinstated
- d. Validation reports /summaries before a new method or test is implemented or an archived test is reinstated
- e. New Test checklist
- f. SOPs – new and revised
- g. Corrective actions generated by the Lab Director and/ or Supervisor following the review of problems logs, QC charts, equipment maintenance

Proposed action items from this meeting:

1. **By March 2:** Directors must review the Personnel Lists to ensure that there is at least one qualified Technical Supervisor for each Specialty area in each Laboratory grouping. Revise the Personnel lists as appropriate.
2. **The week of March 5:** Schedule a follow up meeting with Directors to get feedback on the transition plan before we move forward. We already have room 863 reserved for the former monthly QA/QC meetings.
3. Propose to do this same presentation for all staff after March 21. We would offer 2- 3 sessions at different times over multiple days.

## Quality Teams – roles and responsibilities defined

### Guidance Team (AKA Quality Council)

Supports the project team's activities, secures resources, and clears a path in the organization

Generally is a group of managers but may include non-managers

Consists of 3 -6 members

With diverse skills and resources

All have a stake in the chosen process

Have authority to make changes in process under study

### Team Leader

Runs the team, arranges logistical details, facilitates meeting and so forth

Generally supervisors or managers in the project area, which means they are close to the process and can better guide team members

Leaves rank outside the meeting room, facilitates discussions and only occasionally actively participates

Contact point for communication between team and the rest of the organization, including guidance team

Official keeper of the team records

Is a full fledged team member

### Quality Advisor

Person trained in scientific approach and in working with groups, who helps keep the team on track and provides training as needed

Generally have training in project management, group process, statistics and the scientific tools

Job is to help team members discover for themselves what the answers are, not dictate answers to the rest of the team

Outsider to the team and can maintain a neutral position

### Focus of Quality Advisor:

Observe the team's progress, evaluating how the team functions, and use these observations to help the team improve its process

Instruct team members in the scientific tools, and help to guide the team's effort when technical expertise is needed

Except when teaching the team about scientific tools, or helping team get unstuck during a meeting, the quality advisor works primarily before and after the meeting in conference with the team leader

### Project Team Members - typically up to five members

The people who form the bulk of the team, who carry out assignments and make improvements

Appointed by the guidance team

Usually people who work closely with some aspect of the process under study

Often representing different stages of the process and groups likely to be affected by the project

Can be of various ranks, professions, classifications, or work areas

Should consider the project now part of their job

Responsible for contributing as fully to the project as possible, sharing their knowledge and expertise

Participate in all meetings and discussions

Complete assignments between meetings

**Can the two approaches work together?**

**Yes**

**Systematic Approach is most constructive**

1. Review regulations and their specific documentation requirements – must continue to meet accreditation criteria
2. Look at current practices of QA and available documentation (meeting minutes, # times SOPs are submitted before QA approves, problem logs, corrective actions, accreditation reports)
3. Quantify how many defects were identified by each QA activity
4. Quantify how many practices have been routinely adopted by the Laboratory Supervisors, without prompting by QA
5. Management reports to ID problems common across multiple labs
6. Define process or forum for different levels of staff to discuss:
  - a. areas of concern
  - b. process improvements
7. Standardize, via SOPs, tasks that are common to most of the laboratories

QI Data collection tools:

Deployment chart

Work flow diagram

Pareto chart analysis

Process flow diagram

**Quality Assurance:**

Ensure a quality or defect free product

Management of quality assurance is generally from top down

Responsibility or ownership of quality generally defaults to Director and/or Manager of Department or QA Department

Communication channels vary based on management style and organization chart

Tools for decision making vary based on management style and organization chart

Activities are generally based on meeting regulatory requirements

**Quality Improvement:**

Ensure a defect free **process to produce** a quality product

Teams are formed to describe process, identify steps in process where problems occur, change process to eliminate or improve problem steps in process

Responsibility or ownership of quality belongs to the members of the team or department

Communication channels start at team level and are disseminated to all staff

Tools for decision making are based on a input from people involved in the process at all levels and are based on a scientific approach through the use of data collection and analysis

Methodical approach to problem identification and problem solving; takes time; not a quick fix; generally provides a better long term improvement; decreases chance for repeating defects

## **Quality Improvement Approach**

### **Define your products**

Requisition form, test reports, proficiency result, test results, waste, media, reagents, letters, and worksheets

### **Define the process for each product**

Written process and actual process must match

Initially, a team or department will identify several different versions of one process – must standardize

### **Collect data before changes are considered**

Data will direct you to the area that requires attention and will have the biggest impact and sustained, improved quality  
80% of the trouble comes from 20% of the problems

#### **Data collection tools:**

Flowcharts ( steps in process; work flow; deployment chart)

Pareto charts

Cause and Effect Diagrams

Operational Definitions

Stratification and Is/Is-Not analysis

Time plots

Control charts

Dot Plots and Stem-and-Leaf Displays

Checklists

Scatter Diagrams

#### **Tools for making Decisions**

Brainstorming

Multivoting

Nominal Group Technique